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ABSTRACT

Intended for librarians familiar with basic online searching techniques and various vendor protocols, this manual describes and illustrates the policies, record-keeping, and forms used by the online services department of the Woodward Library at Austin Peay State University (APSU). Where specific examples are used, they are given with DIALOG command language. The manual contains seven sections: (1) definitions of online searching terminology; (2) a description of the types of searches generally performed; (3) an explanation of various online search forms and their usage; (4) a description of patron fees and charges; (5) an explanation of the criteria for patron-requested retrospective searches; (6) an outline of actual search routines, from the presearch interview to the collection of fees; and (7) a description of the administrative duties and responsibilities of the librarian in charge of online services. Nine sample online search forms are appended: a search history form, a search request questionnaire, a search log form, a DIALOG monthly invoice, a DIALOG search history sheet, a citation explanation page attached to online search results for patron use, a receipt for payment of online fees and charges, a patron notification form letter used when search results are available, and a sample quarterly report on online services use statistics. (ESR)

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WOODWARD LIBRARY

ONLINE SERVICES PROCEDURES

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Clarksville, Tennessee
September, 1982

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Preface

In January 1980, the Woodward Library of Austin Peay State University initiated contractual arrangements with two of the major database vendors and began offering online search services to members of the university community. In order to insure continuity of service, members of the Online Services staff felt it necessary to codify the informal procedures which developed over the course of the first two and a half years.

The purpose of this manual is to describe and illustrate the policies, record-keeping, and forms used by Online Services in Woodward Library. It is not a "how to search" manual, but rather an aid in administering online services. The intended audience is librarians familiar with basic searching techniques and various vendor protocols. Where specific examples are used, they are given using DIALOG command language.

The manual is in seven parts. Definitions are given in Part I. Part II describes the types of searches generally performed. Part III explains the various forms and their usage. Fees and charges are explained in Part IV. The criteria for patron requested retrospective searches are described in Part V. Actual search routines are outlined in Part VI. Part VII describes the administrative duties and responsibilties of the Online Services Librarian. Finally, copies of the various forms used by Online Services are contained in the Appendix.

ONLINE SERVICES PROCEDURES

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I. DEFINITIONS

A. SEARCH is defined as one or more logons on one or more files in a machine readable database. The purpose of a search is to retrieve information.

B. DATABASE is defined as a collection of machine readable files.

C. FILE is defined as a collection of similar records.

1. Bibliographic File: Contains article citations and may include abstracts.

2. Numeric File: is non-bibliographic; contains primary data, such as statistical information.

3. Full-text file: contains source information, such as directory listings or complete texts of articles.

D. LOGON is defined as entering a particular file for the purpose of accessing information contained therein. It turns on the online clock, and charges begin to accrue from that moment.

E. LOGOFF is defined as exiting the database. It turns off the online clock which is used for billing purposes.

F. DATABASE PRODUCER is the creator and copyright owner of the database. For example, the American Psychological Association, creator of Psychological Abstracts and PsychInfo, is a database producer.

G. DATABASE VENDOR is licensed to market and make the database producer's files available to users. An example of a database vendor is the DIALOG Information Service.

II. TYPES OF SEARCHES

A. PATRON REQUESTED SEARCHES

1. BIBLIOGRAPHIC/RETROSPECTIVE searches produce lists of bibliographic citations on a particular subject. Bibliographic/retrospective searches may be performed for faculty, administrators, students, and staff (staff use is limited to projects done in service to the University and requires authorization by the administrator).

2. CURRENT CONTENTS is a current awareness bibliographic search which is an electronic means of copying the tables of contents of selected periodicals on a regular basis. Faculty, administrators, staff (subject to the limitations described above), and graduate students (if applicable to thesis work) may have this type of search performed.

3. SELECTIVE DISSEMINATION OF INFORMATION (SDI) is a non-retrospective, current awareness, subject search performed on a regular basis. Users eligible for Current Contents or Bibliographic/Retrospective searches may have SDI's performed.

4. CURRICULUM SUPPORT is a specialized bibliographic/retrospective subject search which offers faculty a means of coordinating bibliographic retrieval with course objectives. Curriculum support provides faculty a means of creating new course bibliographies and updating existing ones.

5. DEMONSTRATIONS are performed at the request of faculty for the benefit of their students or colleagues. Depending on the size of the groups, demonstrations are performed either in the library or in the classroom. Faculty may arrange for a free demonstration by contacting the Information Services Department at least three days in advance.

B. DISCRETIONARY SEARCHES

1. VERIFICATIONS are means of verifying the accuracy of bibliographic citations for Interlibrary Loan. Performed at the discretion of a reference librarian, bibliographic verifications are generally performed in the absence of a printed index or when the use of a printed index is an inefficient use of time.

2. REFERENCE searches are performed at the discretion of a reference librarian and, depending upon the inquiry, may be performed on either bibliographic, numeric or full-text files.

3. DIALORDER is an electronic document ordering service. It allows users to place document delivery orders with commercial vendors. DIALORDER is used at the discretion of the inter-library loan librarian.

4. HOUSEKEEPING, though not a search, per se, is a means for the Online Services Librarian to logon to the default file (ERIC, File 1) from time to time, in order to keep current with system developments and changes.

III. FORMS

A. SEARCH HISTORY FORM, (Appendix 1)

1. General
The Search History form is required for all searches. When properly completed, each form represents a single search of the types described above (Section II), regardless of the number of logons or files accessed. For each logon conducted in the performance of a single search, the search analyst enters: the number of the file searched; the connect time; the online charge; the telecommunication charge; the number of offline prints and/or online types; and the print and/or type charges printed at logoff. The search analyst also enters the amount of the user fee and/or print charges, if any. Upon completion of a search, the search analyst places the completed Search History Form on the clipboard designated "Completed Searches".

2. Patron requested searches: the requester is asked to fill out the top half of the form, supplying name, date, requester's status, campus address, and local phone number.

3. Discretionary searches: the search analyst completes the top part of the form. In place of "NAME", the search analyst records the type of search (Reference, Verification, Dialorder, Housekeeping) and the date.

B. SEARCH REQUEST QUESTIONNAIRE (Appendix 2) is filled out by the user for all patron requested searches. It consists of a number of questions that ask the patron to describe the purpose, the subject, and the scope of the search. This form is attached to the Search History Form, described above (Section III,A).

Upon completion of a search, the search analyst separates the two parts of the form. The completed Search Request Questionnaire is placed in the "Completed Search" file for the current academic quarter and the completed Search History form is placed on top of the clipboard designated "Completed

Searches".

C. SEARCH LOG (Appendix 3) is used to record individual logons. At the completion of each search, the search analyst transfers all of the information from the Search History form (described in Section III,A) to the Search Log. When properly completed, this form is the history of all logons recorded for a single billing period. It is used primarily to verify the monthly vendor invoices.

D. VENDOR'S INVOICE is the monthly statement of actual usage and charges. Normally it arrives on or after the fifteenth of the month following the billing period. There are three parts to the Vendor's Invoice.

1. Statement Sheet (Appendix 4A): returned to vendor with payment.

2. The analysis of individual logons (Appendix 4B): arranged by logon number and grouped by date. The first logon for the month is numbered 1, and each subsequent logon receives the next number in sequence. All logons for the same day are grouped together. In addition to its number, each entry lists the starting and ending time; total time given in hundredths or thousandths of hours; total number and charges for prints and billed types; the total charges for each logon, including telecommunication charges; and the name and number of the file searched. For each day where there was a logon, daily totals summarize connect time, online charges, and billed prints/types.

3. The summary of files searched (Appendix 4C): a detailed analysis of logons by file for the month. It is arranged in ascending file number order. Each file's entry lists the number and name of the file; the total connect time and total charges; the total number of and charges for prints and billed types; the total connect hours; and the final total charges, including telecommunication charges.

E. DIALOG SEARCH HISTORY SHEET (Appendix 5), is the blue cover sheet that accompanies a set of offline prints. It should contain an identification or dummy set (discussed in Section VI,C,2 below) and a set history of the search. The DIALOG Search History Sheet is used as the cover sheet for a set of offline prints.

F. SAMPLE CITATION PAGE (Appendix 6), is the yellow cover sheet that is placed between the blue DIALOG search history sheet and the first page of offline prints. It explains the various fields that make up a typical DIALOG record. In addition, it explains how to transfer the data from the DIALOG record to an interlibrary loan photocopy request form.

G. ONLINE SERVICES RECEIPT, APSU/AA/L/617, (Appendix 7), is the form used to record patron charges. The form is self-explanatory. Faculty, staff, and administrators may elect to charge departmental or other authorized accounts or pay by check or cash. Students must pay either by check or cash.

IV. FEES AND CHARGES

A. General

Woodward Library, in accordance with Library Policy L:V:03:00, Section II, underwrites the cost of Online Services. The library assumes the cost of connect charges and telecommunication charges for patron requested searches. The library also furnishes the patron with the first fifty (50) citations at no cost. If a search results in more than fifty (50) citations and the patron indicates that he/she would like to receive more, the remaining citations are charged back to the patron on a per citation basis. The cost per citation printed varies with the file accessed. Generally, the cost is between ten and twenty cents each.

B. User Fee

A five dollar user fee is charged for searches performed for students. No user fee is charged to faculty, staff or administrators. There is no user fee for discretionary searches conducted by search analysts.

V. CRITERIA FOR PATRON REQUESTED RETROSPECTIVE SEARCHES

A. Multifaceted Topics

A multifaceted topic is the concatenation of two or more discrete ideas and not simply a single concept that may be otherwise modified or qualified.

B. Monolithic Topics

Monolithic or single concept topics generally are not searched online because, in most cases, effective results can be obtained from print versions of indexes and abstracts. There are three exceptions to this rule:

1. A search on a monolithic topic will be performed if Woodward Library either does not own any or

only possesses incomplete or inconsistent holdings of printed indexes or abstracts.

2. A search on a monolithic topic will be performed if the information need is best represented by a unique or idiosyncratic term or phrase which is not used as an index term in printed sources.

3. A search on a monolithic topic may be performed if the patron requires an exhaustive retrospective or multi-file search on the topic.

VI. SEARCH PROCEDURES

A. PRESEARCH INTERVIEW FOR PATRON REQUESTED SEARCHES

Before any patron requested search is performed, the patron completes a Search History and Search Request Questionnaire and returns them to a search analyst. A presearch interview is then held at a time mutually convenient to both the search analyst and the patron. The presearch interview is the most important part of any patron requested search. During the presearch interview the patron communicates the purpose of the search to the search analyst, and the search analyst determines whether the topic meets the criteria (discussed in Section V, above) for conducting a search.

If the topic meets the criteria, the search analyst and the patron decide which files to search, select appropriate terminology from controlled vocabulary lists, determine subject limitations or other patron imposed restrictions, if any, and construct appropriate search strategy. The search analyst explains the citation fee structure and, if applicable, the user fee to the patron during the presearch interview. Before the presearch interview is concluded the search analyst explains how the system works and leaves the patron with a reasonable set of expectations in terms of likely results. The patron, at the discretion of the search analyst, may or may not be present while the search is being performed.

B. TELECOMMUNICATION CARRIER

When dialing the telecommunications carrier always use the Tennessee-in-Wats service. To do so dial 8 and wait for the dial tone. After the dial tone, dial area code 615 and the number of the carrier. If none of the Nashville telecommunication ports is available, dial either the Knoxville or Memphis port.

UNINET, TELENET, and TYMNET are the three

telecommunication carriers. UNINET costs six dollars ($6.00) an hour. Both TELENET and TYMNET are eight dollars ($8.00) an hour. All three can send and receive data at 1200 or 300 baud.

Baud or baud rate refers to the speed of transmission. The baud rate can be converted to characters per second (cps) by dividing the baud rate by 10. 1200 baud is equivalent to 120 characters per second and 300 baud is equivalent to 30 characters per second. Communication protocols have been established by the Bell System to insure compatibility. Bell 103 is the set of protocols for devices "talking" at 300 baud. There are two sets of protocols for devices "talking" at 1200 baud. They are Bell 212A and Bell 202. Therefore, to send and receive data, two devices must be transmitting at the same rate of speed (baud rate), using the same communication protocols.

Whenever possible, logon through UNINET. In the case of an outage, use TELENET. Both UNINET and TELENET may be accessed at 1200 baud because the Vedic series 3400 modem is Bell 212A compatible. TYMNET uses the Bell 202 protocols and is incompatible at 1200 baud using the Vedic modem.

C. PERFORMING A SEARCH

1. LOGON procedures and the telecommunication carriers' phone numbers are described in Table 1 of the Guide to DIALOG Searching Manual and are posted on the wall directly above the telephone in the Online Services Office.

2. IDENTIFICATION SET or dummy set should appear as set 1 in all patron requested bibliographic searches. It consists of the search analyst's name followed by a comma and the name of the patron. It is used to match the search analyst and the patron with incoming offline prints.

3. PROCESSING TIME varies proportionally to the amount of traffic on the system. The fewer users on the system at any given time, the faster the processing. Conversely, more traffic on the system slows processing considerably. Should the search analyst notice that processing is slow (a good rule of thumb is no response in over a minute), he/she should consider logging off and returning later to complete the search when the system is operating at a faster rate of speed.

D. STORING SEARCH PROFILES is a means of saving search histories so that they may be recalled and executed

without having to reenter the sets. Searches may be saved either permanently or temporarily. Stored searches are executed by invoking their system supplied serial numbers.

1. TEMPORARILY SAVED:
   There is no charge for a temporarily saved search which is purged daily by the database vendor. For multifile searches or when processing is slow, the search analyst may wish to temporarily store the search profile by executing an "END/SAVETEMP".

2. PERMANENTLY SAVED.
   The permanently saved search is stored by executing an "END/SAVE" command, and charges accrue until purged by the search analyst. They are used primarily with Selective Dissemination of Information (SDI) and Current Contents, and are executed on a regular basis. Profiles of permanently stored searches are kept in the blue notebook with the words "SDI's and CURRCON" on the spine. Each profile contains the set history of each active, permanently stored search, its serial number, the date entered , the updating frequency, and the patron's name. An abbreviated list of patron names and serial numbers of stored searches is kept on the bulletin board in the Online Services Offices.

E. ONLINE TYPES AND OFFLINE PRINTS

If a search produces 10 (ten) or fewer citations, all should be printed online by issuing a TYPE command. If the search produces more than 10 (ten) citations, the search analyst should print the first 10 (ten) online by issuing a TYPE command and have the remaining printed offline by issuing a PRINT command.

F. PRINT AND TYPES FORMATS

1. BIBLIOGRAPHIC FILES generally may be outputted in one of eight formats. Refer to Guide To DIALOG Searching, Section 5 or Table 15 for specifics. Each format displays varying amount of information ranging from an accession number to complete bibliographic records containing indexing terms and, if available, an abstract. The price per format varies. The more information displayed, the higher the unit cost. Search analysts should furnish the patron with complete bibliographic citations, including abstracts if available. On the DIALOG system, format 7 should be used if abstracts are part of the bibliographic record. If the full record does not include an

abstract, then format 3 should be used.

2. NUMERIC FILES, like bibliographic files, have a number of format options. However, there is no general guideline for choosing output format when searching numeric files because the formats are file specific. Carefully read the Blue Sheet and file documentation to determine which output format provides the necessary data.

G. LOGGING OFF

Consult the Guide to DIALOG Searching, Section 7 for logoff procedures. After logging off the search analyst records the connect time, online and telecommunications charges, print and/or type charges or, in the event of a disconnect, writes the words, "Dropped by the system" for each logon on both the Search History form and the Search Log at the conclusion of each search.

H. RECEIPT OF OFFLINE PRINTS

When offline prints arrive, the Online Services Librarian routes them to the search analyst who performed the search. The search analyst reviews the results and prepares the output for the patron. The DIALOG Search History Sheet containing the identification set becomes the cover sheet. After the DIALOG Search History Sheet is the yellow Sample Citation Page followed by the offline prints. If there is a fee and the patron has not prepaid, the search analyst attaches a completed Online Services Receipt to the blue DIALOG Search History Sheet. The search analyst notifies the patron by telephone or mail (see Appendix E for form letter) that the results of his/her search have arrived and are available at the Information Desk.

I. COLLECTION OF FEES

Patrons may choose to prepay if they wish. However, all fees and/or print charges must be paid before the patron may take the output, which may be at the conclusion of the search if no offline print command was issued. User fees and/or print charges along with the Online Services Receipt are given to the Library Secretary.

VII. ADMINISTRATIVE DUTIES

A. MAINTAINENCE OF THE DATABASE DOCUMENTATION COLLECTION

The Online Services Librarian is responsible for the currency and upkeep of the Database Documentation Collection. Database Documentation consists of vendor manuals and file documentation and producer guides and thesuari. The Online Services Librarian selects for inclusion new producer search guides and thesauri, orders revisions and new editions of search guides, and selects, maintains and updates vendor manuals and file documentation.

B. STAFF AWARENESS

The Online Services Librarian is responsible for keeping the library staff aware of new trends and developments in the database industry. This is done primarily by circulating the Chronolog, DIALOG's monthly newsletter, and Online magazine to the library staff.

C. STAFF DEVELOPMENT

The Online Services Librarian is responsible for staff development and training in database searching through in-house training and by staff attendance at vendor or producer sponsored seminars.

D. PROMOTING AND PUPLICIZING ONLINE SERVICES

The Online Services Librarian is responsible for promoting and publicizing both the availabilty and the capability of Online Services to eligible library patrons. This is accomplished through word-of-mouth, class demonstrations, and the distribution of vendor supplied or in-house produced promotional materials.

E. VERIFYING VENDOR INVOICES

The Online Services Librarian is responsible for verifying the vendor invoice each month. This is done by comparing the "analysis of individual logons" section of the vendor invoice with the Search Log. Each entry on the vendor invoice and each entry on the Search Log represents a single logon. Therefore, there should be a direct one-to-one correspondence between the number of logons recorded on the Search Log and the vendor's invoice.

Minor discrepancies may appear when comparing the vendor invoice with the Search Log. This is normal because the connect time, online and telecommunication charges given at logoff are estimated. The vendor's

invoice reflects the actual usage and charges. Although individual entries on the Search Log may vary with the invoice, on balance it should average out. Discrepancies of up to .1 (point one) hours, six (6) minutes and amounts under $10 (ten dollars) per invoice are considered normal and are within an acceptable range. The Online Services Librarian contacts the vendor in writing about erroneous charges and unresolved major discrepancies.

If no major discrepancies are found, the statement sheet of the vendor's invoice is stamped with the "Goods Received By" stamp. The Online Services Librarian signs his/her name, fills in the date and the proper accounting code number, and gives it to the Library Secretary for processing.

F. MONITORING THE ONLINE ACCOUNT

The Online Services Librarian is responsible for maintaining a running balance of remaining funds in the online account. Each month, after the vendor's invoice is verified, the Online Services Librarian updates the total by subtracting the current invoice from the previous balance.

G. RECORDS AND STATISTICS

1. STATISTICAL REPORTS

The Online Services Librarian is responsible for maintaining departmental records and compiling descriptive quarterly and annual statistics (Appendix 9). The purpose of the statistics is to identify the numbers and the kinds of searches performed, the files accessed, and the user group.

2. RETENTION OF RECORDS

To preserve the confidentiality of the patron, records bearing the patron's name and information regarding the nature of the inquiry are removed from departmental files as soon as they are no longer required for statistical purposes.

a. SEARCH REQUEST QUESTIONNAIRES are retained for one quarter beyond the quarter during which the search was performed. They are not used for statistical purposes and are merely discarded.

b. SEARCH HISTORY FORMS are records of all individual searches. The raw data each contains is used to compile the quarterly statistics. They are retained until the end

of the following fiscal year.

c. SEARCH LOGS AND VENDOR INVOICES are retained permanently. They are used to compile the quarterly statistics and comprise the historical record of online usage and charges. The "Summary of Files Searched" and the "Analysis of Individual Logons" sections of the vendor invoice are stapled to the Search Log and filed in the "Invoices" files by fiscal year.

Appendix 1: Search History Form

ONLINE SERVICES
WOODWARD LIBRARY
AUSTIN PEAY STATE UNIVERSITY
CLARKSVILLE, TN 37040

NAME_____ DATE_____

STATUS: FACULTY_____
GRAD. STUDENT_____
UNDERGRADUATE_____

DEPARTMENT_____

PHONE NUMBER_____ CAMPUS BOX#_____

BEST TIME TO CALL_____

(DO NOT WRITE BELOW THIS LINE)

USER AND/OR PRINT CHARGES (if any)_____

FILE SEARCHED	CONNECT TIME	ONLINE CHARGE	TELE CHARGE	# PRINT/TYPES	PRINT/TYPE CHARGES

Appendix 2: Search Request Questionnaire

AUSTIN PEAY STATE UNIVERSITY
WOODWARD LIBRARY
ONLINE SERVICES
SEARCH REQUEST

Name: _____ _____ _____Phone Number:_____

A productive online search is one which results in useful bibliographic citations. To this end, the topic must be clearly defined. Thoughtful and thorough responses and a pre-search interview are necessary to achieve this purpose.

1. Imagine that your paper or project is completed. What title would best describe its content?

2. List all specific topics, synonyms, closely-related phrases, and alternate spellings related to your topic. Use scientific and technical, as well as, common names.

3. Explain how the specific topics (#2 above) are logically interrelated.

4. List any related topics NOT of interest that you wish to exclude.

5. Indicate your language preferences:
   English only _____ Exclude only _____
   All languages_____ Include only _____

6. Do you want to limit citations to a publication year(s)?
   No limit _____ If yes, give year(s) _____

7. Which would you prefer?
   _____a narrow search: like hitting a bull's eye--you get fewer, though more relevant citations.
   _____a broad search: like hitting the target--you get relevant and other, less pertinent citations.

8. If you have previously done research on this or a closely related topic, please outline the: A. terminology used
   B. difficulties
   C. results

9. Are there any articles, books, etc. that provide a basic understanding of your topic? No _____ If yes, list them:

10. Are there any authors or journals you wish to exclude from the search?
    No._____ If yes, list them:

11. The first fifty citations are free. More than fifty citations are charged to you on a per citation basis. (The average cost is 10c - 20c)
    How many citations are you willing to receive?
    50 or less _____ If more than 50, indicate the total _____.

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SEARCH LOG

VENDOR_____ MONTH_____ PAGE_____

REQUESTOR	SEARCHER	DATE SEARCHED	FILE	CONNECT TIME	ONLINE CHARGE	TELE CHARGE	PRINT/TYPE CHARGES	AMOUNT BILLED

15

22

23

A/SU/AA/L/614 (rev 6/82)

0062742

Appendix 4A: Statement Sheet

TO INSURE PROPER CREDIT
RETURN WITH YOUR REMITTANCE

PARA ASEGURAR UN CREDITO
PUNTUAL, FAVOR INCLUIR ESTA
HOJA CON SU REMESA

POUR ASSURE UN CREDIT PROMPT
VEUILLEZ INCLURE CETTE PAGE
AVEC VOTRE REMISE.

BITTE FUEGEN SIE DIESE KOPIE
IHRER ZAHLUNG BEI. SIE STEUEN
DAMIT DIE UNVERZUEGLICHE
GUTSCHRIFT DES BETRAGES AUF
IHREM KONTO SICHER

COMPANY NAME
3669

RETURN WITH REMITTANCE TO:

DIALOG INFORMATION SERVICES
FILE NUMBER 5936
P.O. BOX 60000
SAN FRANCISCO, CA. 94160

AUSTIN PEAY STATE UNIV 11119
WOODWARD LIBRARY
ATTN: ONLINE SERVICES
601 COLLEGE ST
CLARKSVILLE TN 37040

INVOICE REFERENCE	INVOICE DATE	AMOUNT DUE	AMOUNT PAID
00111195 82558	09-15-82	$309.92	_____

16

24

25

Appendix 4b: Analysis of Individual Logons

0062745 PAGE 1
DIALOG INFORMATION SERVICES, INC **DETAIL LISTING **
REPORTING PERIOD 08/01/82 TO 08/31/82

AUSTIN PEAY STATE UNIV 11119
WOODWARD LIBRARY

SEARCH NO	START TIME HH:MM:SS	END TIME HH:MM:SS	TOTAL TIME (HRS)	TOTAL PRINT UNITS	BILLED TYPE UNITS	TOTAL CHARGE $	FILE NO	FILE NAME
1	5:09:03	15:12:06	00.050	0	0	$3.000C	168	INSURANCE ABSTRACT
	DAILY TOTAL (8/ 2)		00.050	0	0	$3.000C		
2	12:25:30	12:30:34	00.085	24	0	$8.605B	011	PSYCINFO
3	15:24:40	15:35:11	00.175	0	0	$11.025C	005	BIOSIS 77-
4	15:35:11	15:39:41	00.075	0	0	$4.725C	055	BIOSIS 69-76
	DAILY TOTAL (8/ 3)		00.335	24	0	$24.355*		
5	07:48:02	07:49:32	00.025	0	0	$1.575C	055	BIOSIS 69-76
6	10:55:04	10:56:22	00.022	0	0	$1.518C	308	CA SEARCH 67-71
7	10:56:22	10:57:58	00.026	0	0	$1.638C	055	BIOSIS 69-76
	DAILY TOTAL (8/ 4)		00.073	0	0	$4.731C		
8	15:32:31	15:47:11	00.244	0	0	$17.812B	011	PSYCINFO
9	15:53:05	15:53:06	00.000	0	0	$0.000B	011	PSYCINFO
10	15:53:12	15:56:56	00.062	0	0	$4.526B	011	PSYCINFO
11	16:04:30	16:07:44	00.053	0	0	$3.869B	011	PSYCINFO
	DAILY TOTAL (8/ 6)		00.359	0	0	$26.207B		
12	13:17:03	13:18:59	00.032	0	0	$0.960C	001	ERIC
13	13:19:28	13:21:51	00.040	0	0	$3.120C	015	ABI/INFORM
14	14:38:49	14:43:18	00.075	0	0	$5.625C	035	COMP DISSERT INDEX
15	14:45:47	14:47:06	00.022	0	0	$1.650C	035	COMP DISSERT INDEX
	DAILY TOTAL (8/10)		00.169	0	0	$11.355C		
16	13:49:34	13:55:44	00.103	0	3	$4.420C	021	NCJRS
17	14:01:19	14:11:49	00.175	18	8	$10.500C	021	NCJRS
18	14:38:43	14:41:15	00.042	0	0	$1.680C	154	MEDLINE 1980-
19	14:41:15	14:46:25	00.086	10	0	$4.940C	153	MEDLINE 1975-1979
	DAILY TOTAL (8/11)		00.406	28	11	$21.540C		
20	08:51:13	08:57:18	00.102	0	0	$4.080C	152	MEDLINE 1966-1974
21	08:57:18	09:04:15	00.116	0	0	$4.640C	153	MEDLINE 1975-1979
22	09:04:20	09:11:58	00.127	0	0	$5.080C	153	MEDLINE 1975-1979
23	10:11:05	10:15:26	00.072	0	0	$4.536C	055	BIOSIS 69-76
	DAILY TOTAL (8/12)		00.417	0	0	$18.336C		
24	12:01:44	12:03:05	00.023	0	0	$1.035C	006	NTIS
25	12:03:05	12:03:43	00.011	0	0	$0.440C	066	GPO MONTHLY CAT
26	12:33:08	12:46:34	00.224	14	0	$11.060C	154	MEDLINE 1980-
	DAILY TOTAL (8/16)		00.258	14	0	$12.535C		
27	16:22:32	16:25:53	00.056	0	2	$3.800C	175	BLS CONSUMER PRIC
	DAILY TOTAL (8/18)		00.056	0	2	$3.800C		
28	09:15:12	09:19:31	00.072	0	0	$2.880C	154	MEDLINE 1980-
29	09:19:31	09:22:43	00.053	62	1	$17.111C	089	GEOREF
30	09:22:43	09:24:15	00.025	11	0	$7.000C	034	SCISEARCH 81-
31	09:24:15	09:25:24	00.019	11	0	$4.385C	007	SOCIAL SCISEARCH
32	09:25:24	09:30:14	00.080	0	1	$6.550C	013	INSPEC 78-
33	09:55:33	09:58:49	00.054	108	0	$18.360C	154	MEDLINE 1980-
34	13:09:27	13:12:25	00.049	0	0	$3.920C	047	MAGAZINE INDEX
35	13:14:19	13:21:16	00.116	0	0	$9.280C	047	MAGAZINE INDEX
36	14:32:51	14:39:52	00.117	16	0	$9.790C	011	PSYCINFO
	DAILY TOTAL (8/19)		00.585	208	2	$79.276C		
37	10:12:52	10:21:40	00.147	0	0	$8.820C	037	SOCIOLOGICAL ABS
38	10:26:16	10:29:43	00.057	0	0	$3.990C	011	PSYCINFO
39	10:40:41	11:01:33	00.348	0	0	$24.360C	011	PSYCINFO
40	11:06:38	11:09:16	00.054	44	0	$8.180C	011	PSYCINFO
	DAILY TOTAL (8/23)		00.606	44	0	$45.350C		

AUSTIN PEAY STATE UNIV 11119
WOODWARD LIBRARY

SEARCH NO	START TIME HH:MM:SS	END TIME HH:MM:SS	TOTAL TIME (HRS)	TOTAL PRINT UNITS	BILLED TYPE UNITS	TOTAL CHARGE $	FILE NO	FILE NAME
41	14:29:54	14:35:23	00.091	0	0	$6.370C	113	STANDARDS & SPECIF
42	14:41:58	14:43:14	00.021	0	0	$1.470C	113	STANDARDS & SPECIF
	DAILY TOTAL (8/25)		00.112	0	0	$7.840C		
43	16:05:15	16:14:43	00.158	65	0	$17.560C	011	PSYCINFO
44	16:22:02	16:25:46	00.062	0	0	$2.790C	006	NTIS
	DAILY TOTAL (8/26)		00.220	65	0	$20.350C		
45	10:10:32	10:12:40	00.035	0	0	$3.150B	089	GEOREF
	DAILY TOTAL (8/27)		00.035	0	0	$3.150B		
46	15:01:23	15:06:54	00.092	0	3	$8.580B	089	GEOREF
47	15:21:51	15:22:26	00.010	0	0	$0.900B	089	GEOREF
48	15:22:26	15:25:37	00.053	0	0	$4.134B	058	GEOARCHIVE
49	14:39:31	14:47:28	00.132	0	2	$11.684C	089	GEOREF
	DAILY TOTAL (8/31)		00.287	0	5	$25.298*		
REPORT TOTALS			3.968	383	20	$307.12		

USAGE ANALYSIS

DESCRIPTOR /SEARCH	PRINTS/ SEARCH	TYPE/ SEARCH	TIME/ SEARCH
6	7	0	.080

-B- FOLLOWING AMOUNT INDICATES Telenet ADDED TO TOTAL COST

-C- FOLLOWING AMOUNT INDICATES UNINET ADDED TO TOTAL COST

Appendix 4C: Summary of Files Searched

0062743 558010623

SEND PAYMENT TO: ----------INVOICE

DIALOG INFORMATION SERVICES, INC.
FILE NUMBER 5936
P.O. BOX 60000
SAN FRANCISCO, CA. 94160

DATE SEP 15, 1982

PAYMENT REFERENCE
INVOICE NUMBER

00111195 82558

AUSTIN PEAY STATE UNIV 11119
WOODWARD LIBRARY
ATTN: ONLINE SERVICES
601 COLLEGE ST
CLARKSVILLE TN 37040

FOR INQUIRIES:
3460 HILLVIEW AVENUE
PALO ALTO, CA. 94304
TELEPHONE: (415) 858-3749

SHIP TO:
AUSTIN PEAY STATE UNIV 11119
WOODWARD LIBRARY

YOUR ORDER NO. 5267 OUR ORDER NO. N-0-11119
CUSTOMER NO. 11119
BILLING PERIOD 08/01/82 TO 08/31/82

FILE NO.	FILE NAME RATE PER HR/PRINT	CONNECT HOURS	NUMBER OF PRINTS	NUMBER BILLED TYPES	CONNECT HOURS COST	PRINT TYPE COST	TOTAL COST
1	ERIC $ 25.00/$ 0.10	0.032	0	0	0.800	0.00	0.800
5	BIOSIS 77- $ 58.00/$ 0.15	0.175	0	0	10.150	0.00	10.150
6	NTIS $ 40.00/$ 0.10	0.085	0	0	3.400	0.00	3.400
7	SOCIAL SCISEARCH $110.00/$ 0.20	0.019	11	0	2.090	2.20	4.290
11	PSYCINFO $ 65.00/$ 0.10	1.178	149	0	76.570	14.90	91.470
13	INSPEC 78- $ 75.00/$ 0.25	0.080	0	1	6.000	0.15	6.150
15	ABI/INFORM $ 73.00/$ 0.30	0.040	0	0	2.920	0.00	2.920
21	NCURS $ 35.00/$ 0.15	0.278	18	11	9.730	3.80	13.530
34	SCISEARCH 81- $165.00/$ 0.25	0.025	11	0	4.125	2.75	6.875
35	COMP DISSERT INDEX $ 70.00/$ 0.20	0.097	0	0	6.790	0.00	6.790
37	SOCIOLOGICAL ABS $ 55.00/$ 0.15	0.147	0	0	8.085	0.00	8.085
47	MAGAZINE INDEX $ 75.00/$ 0.20	0.165	0	0	12.375	0.00	12.375
55	BIOSIS 69-76 $ 58.00/$ 0.15	0.198	0	0	11.484	0.00	11.484
58	GEOARCHIVE $ 70.00/$ 0.20	0.053	0	0	3.710	0.00	3.710
66	GPO MONTHLY CAT $ 35.00/$ 0.10	0.011	0	0	0.385	0.00	0.385
89	GEOREF $ 82.00/$ 0.20	0.322	62	6	26.404	13.00	39.404
113	STANDARDS & SPECIF $ 65.00/$ 0.25	0.112	2	0	7.280	0.00	7.280
152	MEDLINE 1966-1974 $ 35.00/$ 0.15	0.102	0	0	3.570	0.00	3.570
153	MEDLINE 1975-1979 $ 35.00/$ 0.15	0.329	10	0	11.515	1.50	13.015
154	MEDLINE 1980- $ 35.00/$ 0.15	0.392	122	0	13.720	18.30	32.020
168	INSURANCE ABSTRACT $ 55.00/$ 0.15	0.050	0	0	2.750	0.00	2.750
175	BLS CONSUMER PRIC $ 45.00/$ 0.50	0.056	0	2	2.520	1.00	3.520
308	CA SEARCH 67-71 $ 64.00/$ 0.20	0.022	0	0	1.408	0.00	1.408
	USAGE SUMMARY	3.968	383	20	227.780	57.60	285.380
	TELENET(TN) $ 8.00/HR	0.634					5.070
	UNINET $ 5.00/HR	3.334					16.670
	SUBTOTAL						307.120
	SEARCH SAVE 57MC 5LW6 50UT 50V2 50TN 50TO 6CWC						2.80
	TOTAL						$309.92

28

```
User11119   Date:10sep82   Time:11:06:08   File: 75

Set Items Description
  1     0 CARLIN,RICKS
  2   325 DC=0833
  3   486 DEREGULATION/DF
  4     6 RAMIFICATION?/TI
  5   554 IMPLICATION?/TI
  6   789 EFFECTS/TI
  7   913 IMPACT/TI
  8     1  2 AND 3 AND (4 OR 5 OR 6 OR 7)
  9 361*0 UD=8101:UD=9999
 10    27 2*3*9

Print 10/7/1-27

Search Time:  0.169   Prints:  27   Descs.:  7
```

Appendix 6: Sample Citation Page

These citations represent the product of your online search. We hope that they closely match your subject profile. You will probably want to study them to determine which articles you will want to read.

Below is a sample record from an online search.

SAMPLE RECORD — PSYCH INFO File 11

82-02476 [ACCESSION NO: 82 ABSTRACT NO: 02476]
Ergonomics in penpoint design. /TI
AN: Kao, Henry S.
CS: [illegible] Hong Kong /PY
JN: Acta Psychologica Taiwanica 1977 Vol 19 49-52 [APSTCI] /CO
LA: LANGUAGE: ENGLISH DOCUMENT TYPE: JOURNAL ARTICLE /DT
Human factors in human handwriting and penpoint design have received little attention until recently. This paper reports 2 studies on the design of penpoints and its effectiveness in handwriting skills. Straight, curved, and tilted points were compared in the writing efficiency of 2 groups of 12 Ss each who performed letter formation tasks. Results show the superiority of tilted points over straight points and the straight points over curved points. /AB
DESCRIPTORS: HUMAN FACTORS ENGINEERING .(21440); HANDWRITING .(22250);
DC: VISUAL FEEDBACK .(55940)
IDENTIFIERS: tilted vs straight vs curved design of penpoints & feedback availability, handwriting performance /ID
SH: SECTION HEADINGS: 3660. (HUMAN FACTORS ENGINEERING) /SH

AN=Accession number (record number) sometimes two are given. One is the DIALOG AN, the other, the database producer's AN. If in doubt, cite both.
TI=Title of article
CS=Corporate source (author's affiliation)
JN=Journal name, Volume, Issue, Pages
PY=Publication year

After deciding which articles you want, you will need to determine if the journal is available at the library. If it isn't available in the library, you may want to order it through interlibrary loan (ILL). Below is a filled-out sample form. Please make sure you sign the back. Accuracy is important, so please copy the information on the interlibrary loan form exactly as it appears on the printout. Matters can be greatly expedited if you remember to write "File (number)" and the accession number where it reads "Source of Citation". Should you have other questions not answered here concerning either your online search or interlibrary loan, speak to any member of the library's public service staff.

INTERLIBRARY LOAN APPLICATION FOR PHOTOCOPYING
Directions: Fill in unshaded portions completely and legibly, avoiding abbreviations.

(9) Name John Smith Dept. History Status Grad
Address 1234 Main, Clarksville, TN 37040/ APSU Box 9999
Telephone 647-5678 Not wanted after
Bill Individual Dept. (Acct no.) Grant Fund

ITEM TO BE PHOTOCOPIED

(3) Periodical Title Acta Psychologica Taiwanica
(7) Volume 19 No. Date 1977 Inclusive Pages 49-52
(6) Author of Article Kao, Henry S. Title of Article Ergonomics in penpoint design.
Source of Citation File 11 82:02476
(13) Borrowing Notes Max. Cost $

(8) Imprint
(8) Verified
ISSN Verification Sources checked (use back of form).

APSU/AA/L/610 (rev 10/79)

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Appendix 7: Online Services Receipt

COMPUTER ASSISTED INFORMATION RETRIEVAL SERVICE
RECEIPT

NAME _____ DATE _____

NUMBER OF CITATIONS _____

DATA BASE _____ VENDOR _____

TOTAL AMOUNT DUE _____ COLLECTED BY _____

TO BE CHARGED TO _____ DEPARTMENT

FACULTY MEMBER SIGNATURE _____

APSU/AA/L/617(4/80)

Appendix 8: Notification Form Letter

WOODWARD LIBRARY
AUSTIN PEAY STATE UNIVERSITY
COMPUTER ASSISTED INFORMATION
RETRIEVAL SERVICE

The computer search that you requested has been completed and is ready for you to pick up at the Information Desk between:

8 am and 10 pm Monday - Thursday
8 am and 5 pm Friday
10 am and 5 pm Saturday
3 pm and 10 pm Sunday

The amount due on this search is _____.

If you have any questions concerning this search please contact _____ at 648-7346.

An attempt was made to reach you by telephone, and a message

_____was left for you.

_____was not left for you.

Date of notice_____

APSU/AA/L/618(4/80)

ONLINE SERVICES USE STATISTICS
SUMMER QUARTER 1982

Patron Requested Searches

	Retrospective Bibliographic			Demonstration	Selected Dissemination of Information		Current Contents		Total
	Fac	Grad	Undergrad		Fac	Grad	Fac	Grad	
Education	1	15		2					18 (30%)
Nursing	4		2						6 (10%)
Mgmt/Mkting	4	1			3		3		11 (18%)
Psychology	3	2					3		8 (13%)
Biology	4				1		1		6 (10%)
Library	3								3 (5%)
Dev. Studies	1								1 (2%)
Geology	1				1		3		5 (3%)
History	1								1 (2%)
Sociology	1								1 (2%)
Speech/Theater	1								1 (2%)
Total	24(39%)	18(30%)	2(3%)	2(3%)	5(8%)		10(16%)		61(100%)

Discretionary Searches

Type of Search:	
Housekeeping	2(4%)
Dialorder	8(16%)
Reference	12(24%)
Verification	27(55%)
Total	49(100%)